

# Vivint Doorbell Camera Pro (Gen 2)

(VS-DBC350-WHT)

## Quick Reference (User Manual — Installation & Operation)



The Vivint Doorbell Camera Pro (Gen 2) can be added to an integrated Vivint Smart Home system, letting the homeowner know whenever a visitor comes to their door, whether that person presses the doorbell button or not, via smart notifications. With the doorbell camera, you can see and speak with the visitor (whether you are inside the home or away) via the control panel and mobile apps. The doorbell camera provides live and recorded video that can be viewed at the control panel as well as remotely via the apps; speaker and microphone array for audio/communication capabilities including two-way talk via the panel or apps; and an LED light ring on the doorbell button that indicates real-time camera function and status.

Professionally installed by a Vivint technician, the doorbell camera is added to the panel network either via NFC, Wi-Fi Connect, or WPS. Once connected to the system, the doorbell camera can be used in conjunction with other smart home automation devices and features, such as remote door locks, garage door controllers, and light switches.

Other features include: Night vision with IR LEDs; Full 180° FOV (field of view); Pinch-to-zoom video image; Person-triggered and/or ring notifications; Micro SD card support for on-device 24/7 playback DVR.

This document includes a product description, installation and test instructions, basic operation / user functionality overview, as well as technical specifications and regulatory compliance notices and declarations.



### Installation Instructions

Installing the doorbell camera initially requires some different steps depending on whether or not there is an existing doorbell, but once the power source is set up the procedure is essentially the same. The Vivint technician should carefully read all of these installation steps (and tips) in order to ensure a successful installation and optimal performance. For additional information, refer to the *Field Service Smart Home Pros* website.

**Scenario 1: IF there is an existing doorbell:** a) Locate the chime box and remove the FRT and TRANS wires from the screw terminals keeping the wires separated, b) Verify the doorbell no longer has power, and c) Detach the doorbell. (NOTE: If there is a wire on the REAR terminal for a working doorbell, remove it and cap it off. Also, if there are multiple chime boxes, you need to locate them and remove their FRT and TRANS wires.)

**Scenario 2: IF there is no existing doorbell:** a) Consulting with the homeowner, identify the best location to install the doorbell camera and also locate the nearest interior unswitched power outlet, b) Carefully drill a hole for wiring at the mounting location, and c) Run 18/2 wire from the DBC to the power source. (NOTE: If running wire on the wall or floorboard, do not use staples and always encase in wire molding. See Installation Tips below.)

Next, follow these steps to pair and install the camera, and add it to the system:

- First, pair the doorbell camera to the panel via NFC. At the panel, tap on the menu icon (...) in the bottom right corner > tap **Software version** > enter the PIN code **2203** > tap **Smart Home devices** > **Cameras** > and then tap **Add camera**.
- Tap **NFC** > and then tap **Add**. Align the logo on the front of the DBC with the white light on the panel, and hold it until pairing is complete.
- Mount the camera.** Run the power wires through the back plate's rubber grommet, and then strip and secure each wire to a screw terminal. Polarity does not matter.
- Attach the back plate to the wall/doorframe with two screws. Secure the rubber gaskets.
- If applicable, at the chime box, twist and cap the FRT and TRANS wires together.
- Place the doorbell unit on the back plate, by first attaching the bottom on to the set screw, and then swinging it up so that it clips securely into the top latch.
- Verify power is present at the DBC.** The LED light will illuminate. (See LED descriptions)
- Once the doorbell camera has finished booting (wait a few minutes), it will show online. IMPORTANT: This process should NOT be interrupted and could take several minutes in order to load firmware and configure settings.
- Verify that you can view live video at the panel screen and with the app.

#### INSTALLATION TIPS / BEST PRACTICES:

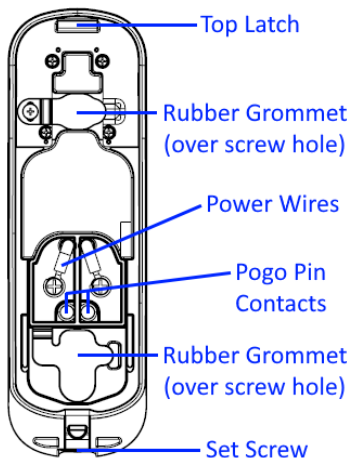
- Push any excess wire back into the wall. No exposed wires. No exterior wire runs.
- If the camera view is blocked, use a spacer to adjust the angle.
- On brick/concrete/stucco/wood/vinyl: Use outdoor-rated screws only. Pre-drill if necessary.
- Do NOT use drywall screws (or any screws that won't sit flush on the back plate).
- Do NOT mount to metal surfaces.
- NOTE:** Refer to the *Field Service* website for detailed guidelines on replacing an existing doorbell when the power source voltage is not within the 12-24V range.

### Operation Overview / User Functionality

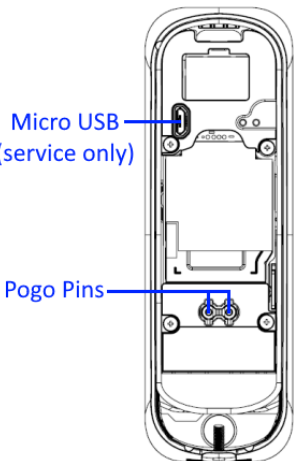
Once the doorbell camera is up and running, the user can perform the following functions — similar to other Vivint connected cameras — at the panel and via the apps. For detailed instructions, refer the homeowner to the online Help resources (articles and video tutorials) at the *Vivint Support* site.

- |  |  |
|--|--|
| <ul style="list-style-type: none"><li>View a live video feed</li><li>View recorded video clips</li><li>Receive person-triggered (event) notifications</li><li>Engage in two-way talk</li></ul> | <p>For camera management and configuration, at the <b>Devices &gt; Cameras</b> settings page, the user can:</p> <ul style="list-style-type: none"><li>Adjust detection and video settings (app only)</li><li>Reboot the camera</li><li>Delete the camera</li></ul> |
|--|--|

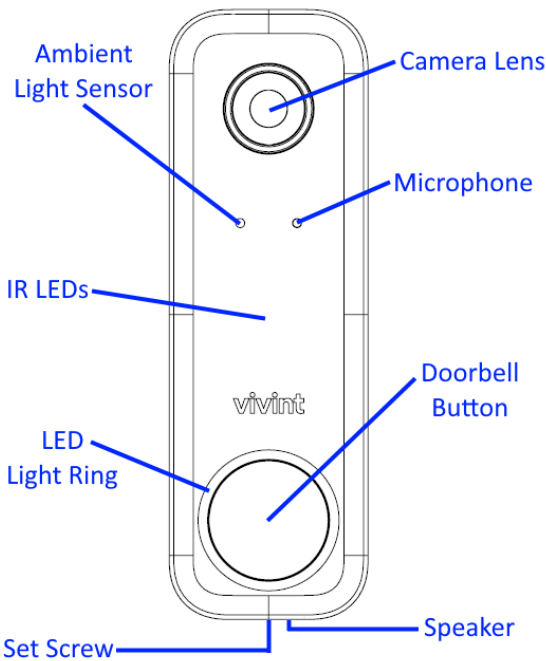
#### Back Plate (inside view) —



#### Doorbell Unit (inside view) —



#### Doorbell Camera Pro (Gen 2) (assembled) —



Technical / Hardware Specifications

Vivint Part Number (P/N)	VS-DBC350-WHT
Model Number (M/N)	CM10
Color	White
Weight	9.1 oz. (approximate, includes camera and back plate)
Dimensions	133.5 x 43.5 x 37 mm (5.3 x 1.7 x 1.5 in)
Power Usage	14-24V AC 1.0A min.; 12-24V DC 1.0A min.
Backup Battery	None
Connectivity	Wi-Fi 802.11 a/b/g/n/ac MIMO; Bluetooth BT4.1; NFC tag at 13.56 MHz
Camera Lens	5-megapixel sensor
Video Max Resolution	1664p 1:1
FOV	Full 180° field of view
Night Vision	High-powered IR LEDs (850nm)
Micro SD Card	64GB micro SD card for onboard DVR support (local storage)
Audio	Built-in speaker and microphone array
Environmental Temperature	-4°F to 113°F (-20°C to 45°C)
Weatherproofing	Yes (IP33, with UV protection)

What the LED Colors Mean

The camera doorbell button is highlighted by an LED light ring that displays different colors in order to indicate various functions and status, as described below.

- Yellow (Breathing) — Booting up
- Green (Breathing) — AP mode, ready to pair/connect
- Green (Blinking) — WPS connection in progress (config.)
- Green (Fast Blinking) — WPS connection success
- Red (Solid) — WPS connection failure
- White (Solid) — Camera online
- Blue (Solid) — Two-way talk
- Blue (Blinking) — Updating firmware
- Red & Green (Blinking) — Factory reset (press and hold)

Troubleshooting Tips

Possible failures with the doorbell camera and what to do in order to resolve:

- DBC is not adding (learning in) –
    - ✓ Power cycle the DBC
    - ✓ Reset the panel network module
    - ✓ Reboot the panel
  - DBC is offline –
    - ✓ Verify the DBC is receiving power
    - ✓ Verify the DBC is securely attached
    - ✓ Reset the doorbell camera
- Doorbell is not ringing –
    - ✓ Check the volume at the panel
    - ✓ Verify the doorbell chime is enabled
    - ✓ Power cycle the DBC (and the panel next)
  - Two-way talk is not working –
    - ✓ Make sure the button is being pressed when talking
    - ✓ Verify the network upload speed is sufficient
    - ✓ Power cycle the DBC (and the panel next)

Wireless Product Notice

Wireless communications hardware provides reliable communication; however, there are some limitations which must be observed.

- The transmitters are required to comply with all applicable wireless rules and regulations. As such, they have limited transmitter power and limited range.
- Wireless signals may be blocked by radio signals that occur on or near the wireless operating frequencies.

FCC and ISED Canada Regulatory Compliance Declarations\*

FCC:

**CAUTION!** Unauthorized changes or modifications could void the user’s authority to operate the equipment.

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions:

- (1) This device may not cause harmful interference, and
- (2) This device must accept any interference received, including interference that may cause undesired operation.

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures: Reorient or relocate the receiving antenna; Increase the separation between the equipment and the receiver; Connect the equipment into an outlet on a circuit different from that to which the receiver is connected; Consult the dealer or an experienced radio/television technician for help.

- This product complies with FCC and IC RSS-102 radiation exposure limits for an uncontrolled environment. Avoid operating this product at a distance less than 7.9 in (20 cm) from the user.
- The transmitter module may not be co-located with any other transmitter or antenna.
- For product available in the USA/Canada market, only channel 1~11 can be operated. Selection of other channels is not possible.

ISED Canada:

**PRUDENCE!** Changements ou modifications pourraient annuler le droit de l'utilisateur à utiliser l'équipement non autorisées.

This device contains licence-exempt transmitter (s)/receiver(s) that comply with Innovation, Science and Economic Development Canada’s licence-exempt RSS(s). Operation is subject to the following two conditions:

- (1) This device may not cause interference.
- (2) This device must accept any interference, including interference that may cause undesired operation of the device.

L’émetteur/récepteur exempt de licence contenu dans le présent appareil est conforme aux CNR d’Innovation, Sciences et Développement économique Canada applicables aux appareils radio exempts de licence. L’exploitation est autorisée aux deux conditions suivantes :

- (1) L’appareil ne doit pas produire de brouillage;
- (2) L’appareil doit accepter tout brouillage radioélectrique subi, même si le brouillage est susceptible d’en compromettre le fonctionnement.

Ces limites sont conçues pour fournir une protection raisonnable contre les interférences nuisibles dans une installation résidentielle. Cet équipement génère, utilise et peut émettre une énergie de radiofréquence et, s'il n'est pas installé et utilisé conformément aux instructions, il peut causer des interférences nuisibles aux communications radio. Cependant, il n'existe aucune garantie que des interférences ne se produiront pas dans une installation particulière. Si cet équipement provoque des interférences nuisibles à la réception radio ou télévision, ce qui peut être déterminé en mettant l'équipement hors et sous tension, l'utilisateur est encouragé à essayer de corriger l'interférence par une ou plusieurs des mesures suivantes: Réorienter ou déplacer l'antenne de reception; Augmentez la distance entre l'équipement et le récepteur; Connecter l'équipement à une sortie sur un circuit différent de celui sur lequel le récepteur est branché; Consulter le revendeur ou un technicien radio / télévision expérimenté pour de l'aide.

- Cet équipement est conforme aux limites d’exposition aux rayonnements IC établies pour un environnement non contrôlé. Cet équipement doit être installé et utilisé avec un minimum de 20 cm de distance entre la source de rayonnement et votre corps.
- Le module émetteur peut ne pas être coïmplanté avec un autre émetteur ou antenne.
- Pour les produits disponibles aux États-Unis / Canada du marché, seul le canal 1 à 11 peuvent être exploités. Sélection d'autres canaux n'est pas possible.

FCC ID: 2AAAS-CM10 / IC: 10941A-CM10 (\*For complete regulatory compliance information, go to: [vivint.com/legal/fcc](https://vivint.com/legal/fcc))